

Cabinet Agencies' Performance Audit Action Item(s) & Status

The Experiences and Perspectives of Washington Families who Adopted Children from Foster Care

(See also [cabinet agency response](#) for full context to Washington State Auditor's Office (SAO) [report](#), February 2014)

Agencies included in the performance audit: the Department of Social and Health Services (DSHS).

SAO Recommendations (Rec) in brief:

1. Develop a plan for enhancing post adoption services for families adopting foster children using the parent survey results and information from other states.
2. Reach out to parents one year after the DSHS finishes centralizing the adoption support program to determine whether their satisfaction with the unit's performance and its consistency has improved and report the results of its analysis to the Governor and the Legislature after the outreach is completed.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	In process	Redesign the Children's Administration (CA) adoption website to separate pre- and post-adoption categories. Work has begun with the National Resource Center for Adoption to identify design needs to be included in the DSHS website redesign.	DSHS	12/31 /2015				
1	In process	CA will work with stakeholders and nonprofit organizations to develop a public-private partnership to enhance resources for post-adoption services	DSHS	On-going				

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2	Complete	Establish initial standard processes and procedures for reviewing adoption support case files to meet necessary case requirements in a timely manner.	DSHS	1/31/2015				Completed 12/31/2014.
2	In process	CA will conduct a follow-up survey to adoptive families to assess for improved customer service satisfaction.	DSHS	1/31/2016				The department is expanding the Continuous Quality Improvement (CQI) process. As a part of systems improvement, CA will do a survey once per year.